



Game Plan

Fiscal Year July 1, 2011 - June 30, 2012

State of Missouri
Department of Public Safety

*"The way we communicate
with others and with ourselves
ultimately determines the
quality of our lives."*

- Anthony Robbins

Executive Director's Message



2012 will prove to be a dynamic year for the Missouri Veterans Commission. At the direction of our commissioners, we are beginning the year with a grass roots campaign to educate the public about our budget situation. We have all been pleased to see the team approach being taken to address the issue and the emphasis being placed on formulating a long-term solution.

The three key messages we have with our Veterans Service Partners still hold true: See a Veterans Service officer, Sign up for VA Healthcare and Join a Veterans Service organization. We continue to find that we are much stronger as a team than when we act separately.

Our three strategic initiatives will continue to map our direction and allow us to focus our resources most effectively. First, we want to promote a Veteran Centered culture to serve Veterans better in each of our Programs. Second, we want to continue the momentum we have built with our Service Partners to communicate, coordinate, cooperate, and collaborate. Finally we want to expand our outreach horizon at a time of reduced resources. We are conducting on-going program surveys as I write this to see how we are doing and how we can change to more effectively spread the word and deliver service.

The budget is challenging. We are doing more with less. Our people are pushing themselves harder than ever to accomplish the task. We do it all for Missouri's heroes and we wouldn't have it any other way.

A handwritten signature in black ink, appearing to read "L. D. Kay".

Larry D. Kay
Executive Director
Missouri Veterans Commission

Who We Are

The Missouri Veterans Commission as established by RSMo Chapter 42, is tasked with the sacred honor and duty to “aid and assist all veterans and their dependents and legal representatives, who are legal Missouri residents or who live in the state of Missouri, in all matters relating to the rights of veterans under the laws of the United States and under the rules and regulations of federal agencies, boards, commissions and other authorities which are in any manner concerned with the interest and welfare of veterans and their dependents.”

VISION

Support our Veterans: past, present and future.

Past:

Missouri has a rich history of supporting its Veterans. In the 1890's two Soldier's Homes were opened for Union and Confederate Veterans with each home having a Veterans cemetery. In 1931, legislation was passed establishing the first State Service Officer to oversee benefits provision to Veterans. Even though World War I, World War II, Korea, and Vietnam have ended, we are still paying the cost for those wars. Veterans, spouses, and dependents from those eras are still receiving benefits that are owed to them. In fact, according to the U.S. Department of Veterans Affairs, spouses and dependents from the Spanish-American War are still receiving benefits, 109 years after that conflict officially ended.

Present:

Today the commission supports Veterans through seven Veterans Homes, six Veterans Cemeteries, and 42 Veterans Service Officers. We also enjoy a great relationship with Missouri's Veterans Service Organizations who have an additional 38 Service Officers assisting Veterans. Our partnerships and connections with these organizations as well as the VA, our elected officials, and other interested parties further insure that Veterans are receiving the support they deserve. As we continue to enroll Veterans, their spouses, and their dependents, we are seeing a change in the types of benefits and services needed by our more recent Veterans. We are aware of the shift in needed benefits and we remain committed to properly guide Veterans to the most appropriate source of services.

Future:

We will support all actions and efforts to ensure that the needs of future Veterans are met. We recognize that future services provided will change to meet new needs not yet considered. The ongoing discovery of new presumptive conditions for Vietnam Veterans, the unique needs of Global War on Terror (GWOT) Veterans, and needs that will most certainly arise from new conflicts not yet considered will lead to changes in the way we will provide services in the future.



Who We Are

MISSION

Provide Veterans with timely benefits assistance, skilled nursing care and a final resting place with honor.

Timely Benefits Assistance:

80 Veterans Service Officers (42 through MVC and 38 through the Veterans Service Organization grant program) assist Veterans and their families throughout the state with benefit information and claims assistance. The VSOs help in preparing forms, submitting applications, answering VA letters, and providing follow-up on claims for VA benefits. The commission also has four specialized outreach initiatives focusing on the unique needs of certain Veterans: Women Veterans, Minority Veterans, Incarcerated Veterans, and Returning and Current Active Duty Service Members. We also employ a Veterans Ombudsman who works with unusual and extraordinary issues faced by Veterans, Service Members, and their families.

Skilled Nursing Care:

Our seven Missouri Veterans Homes operate 1,350 long term skilled nursing care beds in compliance with Federal Department of Veterans Affairs regulations. Each Missouri Veterans Home employs a licensed nursing home administrator, has registered nurses on duty 24 hours per day, and provides physician care and many other specialized care services. The seven homes are located in the cities of Cameron, Cape Girardeau, Mexico, Mt. Vernon, St. James, St. Louis, and Warrensburg.

Final Resting Place With Honor:

With the philosophy to honor our Veterans in perpetuity for their service and sacrifice, we have created a cemetery network so that every Missouri Veteran and eligible dependent will have reasonable access to a Veterans cemetery. There are five cemeteries located in or near the cities of Bloomfield, Higginsville, Fort Leonard Wood, Jacksonville, and Springfield. A sixth cemetery, located in St. James is closed to interment.

VALUES

Represent the core of who we are and guide us in accomplishing our Vision and Mission.

Service - We focus on exceeding our Veterans expectations

Knowledge - We are experts in meeting Veterans needs

Quality - We strive for optimal outcomes in every situation

Dignity - We respect the sacrifice of our Veterans

Integrity - We match our actions to our words

Honor - We uphold our Veterans: Past, Present & Future

Compassion - We are privileged to care for our Veterans

Loyalty - We stand beside our Veterans forever



Building on FY 2011 Successes

For Fiscal Year 2011 the Missouri Veterans Commission had three strategic initiatives provided by the Commission on May 3, 2010.

Implement the five recommendations of the Listening Post Report

1. We completed and published a Missouri Guide to Veterans Benefits.
2. We established an Outreach Task Force with our Veteran Service Partners.
3. We established a Benefits Task Force with our Veterans Service Partners.
4. We formalized our support for the Yellow Ribbon Reintegration Program.
5. We promoted educational awareness and a call for action regarding the solvency of the Veterans Commission Capital Improvement Trust Fund.

Establish processes to synchronize our FY 2011 Game Plan with Veterans Integrated Service Network (VISN) 15, VISN 16, Veterans Benefits Administration (VBA), and the National Cemetery Administration (NCA).

1. We communicated our strategic direction with United States Department of Veterans Affairs leadership.
2. Our programs and initiatives communicated with like programs and initiatives of the United States Department of Veterans Affairs.
3. We worked toward synchronizing our strategic direction for FY 2012 with the United States Department of Veterans Affairs.

Develop Mechanisms with our Veterans Service Partners to communicate our three joint key messages.

1. We jointly developed and implemented a poster campaign to promote our joint key messages with the United States Department of Veterans Affairs and the Missouri Association of Veterans Organizations.

Strategic Direction FY 2012

For Fiscal Year 2012, the Commission has identified three strategic initiatives that continue to reflect today's ongoing challenges while providing a platform for moving into the future. On April 11, 2011 Chairman John Comerford articulated these strategic goals as:

- Promote a Veteran centered culture within the Missouri Veterans Commission.
- Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C4).
- Expand our Veteran Outreach Horizon.

Executive Director's Intent

the FY 2012 Executive Director's Intent is derived from the three strategic initiatives provide by the Commission at the April 11, 2011 commission meeting.

Promote a Veteran centered culture within the Missouri Veterans Commission

1. Focus on Veterans centered care, family communication, and service efficiency in the Homes Program.
2. Focus on a personalized pre-certification process, family service, and shrine status goal in the Cemetery Program.
3. Focus on personalized service to Veterans and implementing the recommendations of the Benefit & Outreach Task Forces in the Veterans Service Program.

Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C4).

1. Communicate our Mission, Vision, and Goals
2. Coordinate our planning and schedules
3. Cooperate in joint events
4. Collaborate on strategic direction
5. Develop and publish a Communication Guide to focus and synchronize our direction

Expand our Veteran Outreach Horizon

1. Have a formal presence at the State Veterans Service Organization Conventions and VA Planning meetings. Invite service partners to our strategic meetings.
2. Develop and execute a survey tool to assess the members of individual MAVO and student veterans organizations.
3. Locate, contact & present to Missouri student veteran organizations.
4. Expand our web presence in social media.

FY 2012 Budget

2012 Executive Director's Intent Goals:

- Include individual appropriations in program sections of Game Plan

2012 Program Goals:

Short Term:

- Prepare budget request for FY 2013 by September 20, 2011
- Improve workflow between accounting and purchasing by June 30, 2012

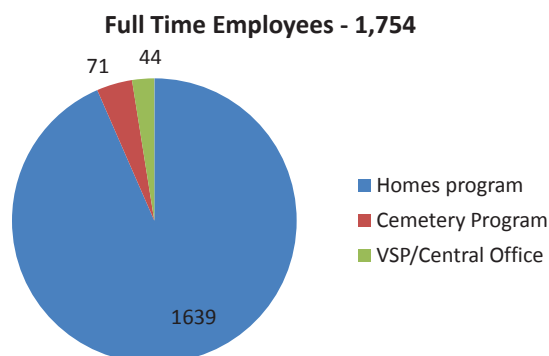
Mid Term:

- Maintain fund projections of cash balances
- Analyze budget scenarios based on funding available

Long Term:

- Work with Executive Director and Commission to provide information to support dedicated funding
- Continue to request increases in GR spending authority or other dedicated funding to meet program needs

HB Section	Fund	Programs	Amount
Section 8.185 - Administration, Veterans Service Program, Cemeteries	General Revenue	Veterans Services Program, Central Office	\$2,304,501
	Home Fund	Central Office	\$642,464
	Veterans Commission Capital Improvement Trust Fund (VCCITF)	Cemeteries	\$2,452,724
	Veterans Trust Fund	All Programs	\$24,801
			<hr/> \$5,424,490
Total HB Section 8.185			
Section 8.190 - Veterans Service Officer Grants	VCCITF	VSO Grants	<hr/> \$1,600,000
Section 8.195 - Veterans Homes	General Revenue	Homes	\$16,368,145
	Home Fund	Homes	\$56,549,888
	Veterans Trust Fund	Homes	\$52,500
	VCCITF	Homes	\$27,804
			<hr/> \$72,998,337
Total Appropriations to MVC - HB 8			<hr/> \$80,022,827



Veterans Cemeteries Program

The Veterans Cemeteries Program oversees six state Veterans cemeteries, commemorating almost 150 years of military service, from the Civil War to the present.

Program Vision:

Provide our Veterans with a final resting place with honor.

Program Mission:

Promote public awareness about State Cemetery benefits; provide appropriate grounds, facilities and qualified staff; work effectively as a team to always place Veterans first; and ensure our Veterans, families and citizens are treated with dignity, respect, and honor.

2012 Executive Director's Intent Goals:

- Develop best practices for personalized pre-certification process
- Develop best practices for personalized family service
- Develop procedures to optimize attainment of National Shrine Status at each Veterans Cemetery
- Expand out-reach horizon
- Ensure that we have a presence at each Veterans Service Organizations State Convention
- Ensure effective communications with National Cemetery Administration

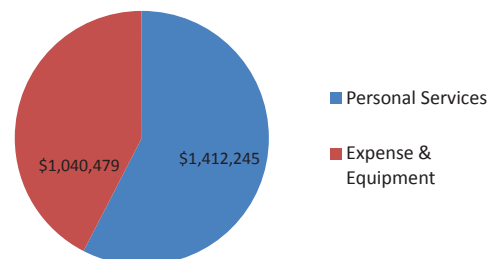
2012 Program Goals:

- Work with the Public Information Officer to develop marketing plans to expand our outreach horizon at Jacksonville by September 30, 2011
- Develop integrated business plan for Cemetery Program by December 31, 2011
- Develop personalized pre-certification best practices/standards by June 30, 2012
- Develop personalized family service best practices/standards by June 30, 2012
- Have maximum participation of community support in the Wreaths Across America Program at each cemetery
- Increase the number of pre-certifications by 5% over FY11
- Focus 30% equipment replacement funding on items needed to attain National Shrine Status
- Develop inspection cycle to help each Cemetery attain National Shrine Status
- Each Director develop self inspection criteria for attainment of National Shrine Status

Missouri Veterans Cemeteries Budget FY 2012

	Budget
Personal Services	\$1,412,245
Expense and Equipment	\$1,040,479
Total	\$2,452,724

Veterans Cemeteries Budget



Veterans Homes Program

The Veterans Homes Program operates seven Missouri Veterans Homes with a total of 1,350 beds that provide long term skilled nursing care in compliance with 157 Federal Department of Veterans Affairs regulations.

Program Vision:

Be the premier provider of skilled nursing care for eligible Veterans in Missouri.

Program Mission:

Provide high quality skilled nursing care through appropriate facilities, grounds, and qualified staff; work effectively as a team, always placing the Veteran first; and ensuring our Veterans, families and citizens are treated with dignity, respect and honor at each Missouri Veterans Home.

2012 Executive Director's Intent Goals:

- Develop Veterans Centered Care Task Force with representatives from all 7 homes and include 7 different disciplines
- Develop Veterans Centered Care Best Practice Manual
- Implement Veterans Centered Care Best Practice throughout all 7 homes
- Ensure the discharge process is family focused
- Continue to build strong relationships with local Veterans organizations

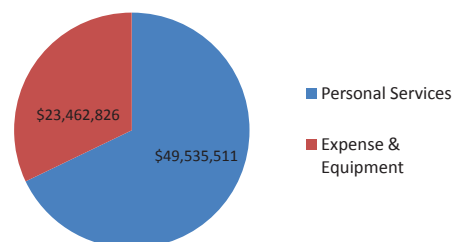
2012 Program Goals:

- Coordinate with Human Resources to develop a task force to evaluate the workload of licensed nurses by September 30, 2011
- Implement an Anti-Wandering/Security Systems – pilot for at least one home by December 31, 2011
- Pilot Electronic Medical Record to include at a minimum EMAR by June 30, 2012
- Develop process to ensure Veterans have access to benefit information at time of application by June 30, 2012
- Work directly with VISN 15 leadership to credential homes medical staff

Missouri Veterans Homes Budget FY 2012

	Budget
Personal Services	\$49,535,511
Expense and Equipment	\$23,462,826
Total	\$72,998,337

Veterans Homes Budget



Veterans Services Program

The Veterans Services Program provides benefits counseling and assistance to Veterans and their dependents and will complete and submit claims applications with all necessary documentation. The Incarcerated Veterans Coordinator, Minority Veterans Coordinator, the Women Veterans Coordinator, and the Yellow Ribbon Reintegration Program Coordinator lead four specific outreach initiatives focused on contemporary Veterans issues.

Program Vision:

All eligible Missouri Veterans and dependents are receiving the Veterans benefits to which they are legally entitled.

Program Mission:

Provide outreach to and inform Veterans and dependents about their Veterans benefits, encourage those eligible to apply, successfully manage claims, and advocate for Veterans and dependents.

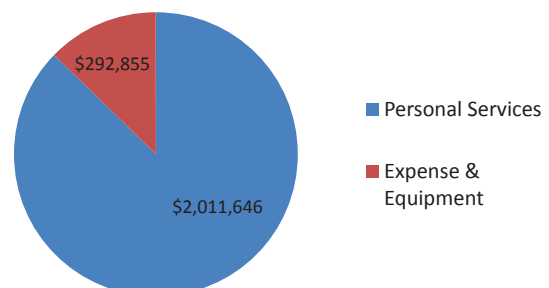
2012 Executive Director's Intent Goals:

- Promote a Veteran Centered Culture within the Missouri Veterans Commission
- Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate
- Expand our Veteran Outreach Horizon
- Treat Veterans and family members as individuals in an empathetic, compassionate and diligent manner as we pursue all Veterans benefits possible
- Ensure our Veterans Service Officers are distributed based on Veteran's population and need within the state
- Monitor incoming claims to ensure all Veteran's claim work is submitted in the most efficient and accurate way using special VA initiatives to the greatest extent possible; i.e. Fully Developed Claims and Express Lane processes, and BDD (Benefits Delivered at Discharge)
- Continue to work with all strategic partners (VBA, VHA, and other Veterans Service Organizations) to streamline processing of VA claim-work
- Collaborate with Veterans Service Organizations to improve Veterans Service Officer training

Veterans Services Program Budget
FY 2012

	Budget
Personal Services	\$2,011,646
Expense and Equipment	\$292,855
Total	\$2,304,501

Veterans Services Budget



Veterans Services Program

2012 Program Goals:

- Obtain efficient and up-to-date Veterans database system to allow Veterans' claim work to be produced and stored in a timely, reliable manner and allow needed data reports and sharing of files as needed by June 30, 2012
- Evaluate Veterans Service Officer travel stops and location to modernize to ensure Veterans and dependents are receiving assistance in a safe, accessible, private, environmentally comfortable and organized space. Provide high speed internet access, using wireless when necessary, for all possible office locations to ensure prompt receipt of new training materials, changes in processing announcements, HIPAA compliance, and allow for immediate uploading of Veterans records and other required administrative reports by June 30, 2012
- Collaborate with MVH personnel to determine standardized expectations of Veterans Service Officers working in MVC Veterans Homes upon receipt of applications to Veterans Homes, upon admission, and while in residence to ensure accuracy in discharge eligibility determinations, begin process of obtaining additional VA funding for the Veteran prior to entry, and ensure continuance of benefits during the Veteran's stay by June 30, 2012
- Increase Veterans compensation and pension (Missouri National Ranking) from 14.9% to 16% by June 30, 2012
- Develop a web-based location for training materials to be shared with Service Officers from MVC and Service Organizations participating in the Grants Program by June 30, 2012
- Provide enhanced training to ensure Veterans Service Officers are continually kept up to date on all changes in procedures for claims processing
- Identifying, communicate, and collaborate with like initiatives to implement targeted outreach for Minority, Women, and Incarcerated Programs

Veterans Service Grants

Veterans Service Grants allows the Commission to assist Veterans Service Organizations and city and county agencies in Missouri to continue providing services and assistance to Veterans.

Program Vision:

Enhance and support the Veterans Service Program's outreach and education to Missouri Veterans jointly with our Veterans Service Partners.

Program Mission:

Inform Veterans and dependents about Veterans benefits and encourage them to apply, successfully manage claims, and advocate for Veterans and dependents.

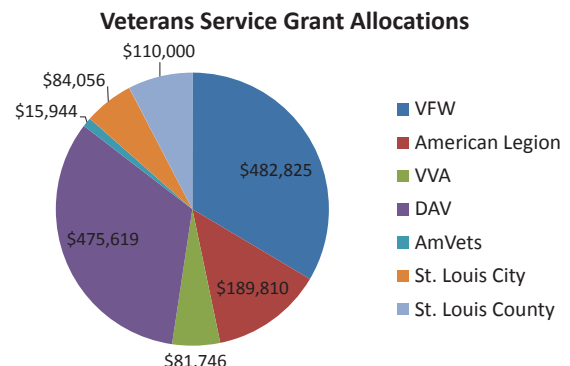
2012 Executive Director's Intent Goals:

- Develop a comprehensive picture about the Veterans Service Grant
- Develop and implement a Veterans Service plan in conjunction with Missouri Veterans Commission Veterans Services Program
- Properly size and locate personnel of Grants Organizations to meet the needs of Missouri Veterans

2012 Program Goals:

- Develop and implement best practices statewide
- Develop an integrated/consolidated marketing plan with other service providers

Veterans Service Grant Allocations FY 2012	
	Allocation
VFW	\$482,825
American Legion	\$189,810
VVA	\$81,746
DAV	\$475,619
AmVets	\$15,944
St. Louis City	\$84,056
St. Louis County	\$110,000
Total	\$1,440,000



Central Office - Construction

2012 Goals:

Short Term:

- To finish the construction of the new emergency generators at all Missouri Veterans Homes
- To finish the construction of the new chapel and solarium at both the Cameron and Warrensburg Missouri Veterans Homes
- To finish the replacement of the roof and sprinkler system at the St. James Missouri Veterans Home
- To finish the construction of the new columbarium walls at the Missouri Veterans Cemeteries in Springfield and Higginsville
- Evaluate all Veterans Service Offices to determine if they are meeting the logistical needs of the Veterans they serve

Mid Term:

- Evaluate all facilities and determine their future construction needs
- To construct a new solarium and activities room at Missouri Veterans Home – Mt. Vernon
- To replace the nurse call system at Missouri Veterans Home – Mt. Vernon
- To replace the nurse call system and fire alarm system at Missouri Veterans Home – Cameron
- To construct a chapel at the Missouri Veterans Home - Cape Girardeau
- To renovate the kitchen and residents rooms, to replace various HVAC components and nurse call system, and add a solarium at the Missouri Veterans Home – St. James
- To install fence around the Veterans Cemetery and renovate the chapel at Missouri Veterans Home – St. James
- To replace the heat pumps, boilers, make-up air units and miscellaneous equipment at Missouri Veterans Home – Mexico
- Electrical upgrades to resident rooms at Missouri Veterans Home- Mexico
- To replace the nurse call and fire alarm system at Missouri Veterans Home – St. Louis
- To construct a new solarium and replace the dining room flooring at Missouri Veterans Home – St. Louis
- Construct new security fence at Missouri Veterans Home – Warrensburg

Long Term:

- To renovate the interior throughout the Missouri Veterans Home – Warrensburg
- To renovate the interior throughout the Missouri Veterans Home – Cameron
- To renovate the interior of the original 200 bed portion of the Missouri Veterans Home – St. Louis
- To replace the Missouri Veterans Home - Mexico with a new state of the art home

Central Office Support Goals

2012 Executive Director's Intent Goals:

- Central Office will provide support to promote a Veteran Centered Culture within the Missouri Veterans Commission
- Central Office will provide support to the development and implementation of mechanism with our service partners to communicate, coordinate, cooperate, and collaborate
- Central Office will provide support to expand our Veteran Outreach Horizon

2012 Central Office Support Goals:

Human Resources –

- Develop Missouri Veterans Commission Leadership Model Program by June 30, 2011
- Implement an on-line orientation program for new employees by October 30, 2011
- Continue to reach feasibility of implementing electronic time and leave by October 30, 2011
- Collaborate with Homes Program to adapt job description reflective of Veteran Centered Care by June 30, 2012

Legal –

- Identify risk and develop plans to address risk (ongoing)

Public Information –

- Fully establish Social Media presence by December 31, 2011

Ombudsman –

- Continue to provide Veteran Centered Care by timely responses to all inquiries directed to the Ombudsman for resolution (ongoing)
- Continue coordination with all Veteran work peer groups (ongoing)

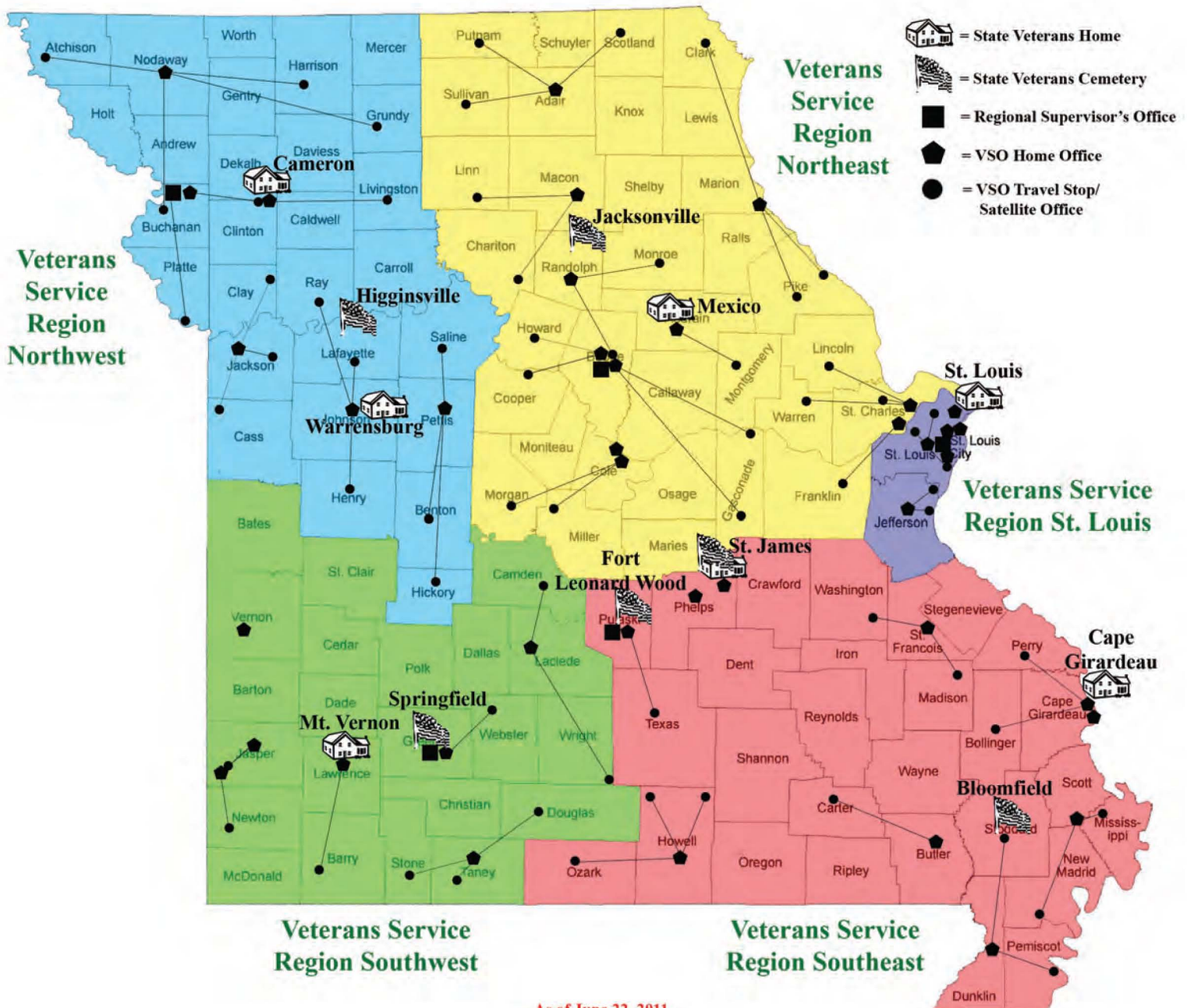
Outreach –

- Conduct Veteran Town Hall Meeting in the fall 2011
- Continue participation in statewide Veteran outreach events, such as Yellow Ribbons, briefings, fairs, festivals, and VA Stand Down (ongoing)
- Continue to identify student Veteran organizations and establish and continue relationships with such (ongoing)

Central Office –

- Continue providing administrative support for all Missouri Veterans Commission program

Program Locations



Service Officer Directory

Northeast Veterans Service Region

Regional Supervisor	573-882-5135
Adair	660-785-2460
Audrain	573-581-1088 xt. 1258
Boone	573-882-5135
Callaway	573-882-5135
Chariton	660-385-6192
Clark	573-248-2550
Cole	573-751-3779
Cooper	573-882-5135
Franklin	636-949-7900 xt. 7210
Gasconade	573-882-5135
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	636-949-7900 xt. 7210
Linn	660-385-6192
Macon	660-385-6192
Maries	573-751-3779
Marion	573-248-2550
Miller	573-751-3779
Moniteau	573-751-3779
Monroe	660-263-4960
Montgomery	573-581-1088xt. 1258
Morgan	573-751-3779
Osage	573-751-3779
Pike	573-248-2550
Putnam	660-785-2460
Ralls	573-248-2550
Randolph	660-263-4960
Schuyler	660-785-2460
Scotland	660-785-2460
Shelby	573-248-2550
St. Charles	636-949-7900 Ext. 7210
Sullivan	660-785-2460
Warren	636-949-7900 Ext. 7210

Southwest Veterans Service Region

Regional Supervisor	417-895-6532
Barry	417-466-7103
Barton	417-359-1515
Bates	417-448-1133
Camden	417-532-6754
Cedar	417-448-1133
Christian	417-895-6532
Dade	417-466-7103
Dallas	417-532-6754
Douglas	417-546-7209
Greene	417-895-6532
Jasper (Carthage)	417-359-1515
Jasper (Joplin)	417-629-3538
Laclede	417-532-6754
Lawrence	417-466-7103
McDonald	417-629-3538
Newton	417-629-3538
Polk	417-895-6532
St. Clair	417-448-1133
Stone	417-546-7209
Taney	417-546-7209
Vernon	417-448-1133
Webster	417-895-6532
Wright	417-532-6754

Northwest Veterans Service Region

Regional Supervisor	816-387-2841
Andrew	816-387-2841
Atchison	660-582-0436
Benton	660-530-5544
Buchanan	816-387-2841
Caldwell	816-632-1459
Carroll	816-632-1459
Cass	816-836-0005 xt. 2166
Clay	816-836-0005 xt. 2166
Clinton	816-632-1459
Daviess	660-582-0436
DeKalb	816-632-1459
Gentry	660-582-0436
Grundy	660-582-0436
Harrison	660-582-0436
Henry	660-543-7930
Hickory	660-530-5544
Holt	816-387-2841
Jackson	816-836-0005 xt. 2166
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-1459
Mercer	660-582-0436
Nodaway	660-582-0436
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
Worth	660-582-0436

Southeast Veterans Service Region

Regional Supervisor	573-451-2533
Bollinger	573-290-5752
Butler	573-840-9770
Cape Girardeau	573-290-5752
Carter	573-840-9770
Crawford	573-265-7752 ext. 245
Dent	573-265-7752 ext. 245
Dunklin	573-888-9513
Howell	417-256-3452
Iron	573-218-6130
Madison	573-218-6130
Mississippi	573-472-5350
New Madrid	573-472-5350
Oregon	417-256-3452
Ozark	417-256-3452
Pemiscot	573-888-9513
Perry	573-290-5752
Phelps (St. James)	573-265-7752 ext. 245
Phelps (Rolla)	573-368-2373
Pulaski (Ft. Leonard Wood)	573-596-0193
Pulaski (St. Robert)	573-451-2533
Reynolds	573-218-6130
Ripley	573-840-9770
Scott	573-472-5350
Shannon	417-256-3452
St. Francois	573-218-6130
Ste. Genevieve	573-290-5752
Stoddard	573-888-9513
Texas	573-596-0193
Washington	573-218-6130
Wayne	573-840-9770

St. Louis Veterans Service Region

Regional Supervisor	314-340-6389 ext. 426
Jefferson	636-797-9624
St. Louis City	314-552-9885
St. Louis County (Veterans Home)	314-340-6389 ext. 242
St. Louis County	314-877-0001 ext. 242



Missouri Veterans Commission
205 Jefferson Street, 12th Floor
P.O. Drawer 147
Jefferson City, MO 65102-0147
573-751-3779

www.mvc.dps.mo.gov
facebook.com/MissouriVeteransCommission

Veterans Homes

St. James	573-265-3271
Mt. Vernon	417-466-7103
Mexico	573-581-1088
Cape Girardeau	573-290-5870
St. Louis	314-340-6389
Cameron	816-632-6010
Warrensburg	660-543-5064

Veterans Cemeteries

Springfield	417-823-3944
Higginsville	660-584-5252
Bloomfield	573-568-3871
Jacksonville	660-295-4237
Ft. Leonard Wood	573-774-3496

Veterans Outreach

Incarcerated Veterans	417-532-6754
Minority Veterans	816-889-3081
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	816-387-2841